

## **POLICE COMMUNICATIONS OFFICER II**

(Competitive Class)

### **DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses a responsible position in the communications division of the police department, the primary duties of which involve assisting the Assistant Police Chief with operations management of the communications division and supervision of Police Communications Officers I. The employee of this class monitors the work of subordinate employees and provides training as necessary. The Police Communications Officer II provides for the general care, maintenance and use of departmental communications equipment, and supervises the preparation and maintenance of division records and reports. The employee of this class receives only general instructions from the Assistant Police Chief and performs independently in most areas. The Police Communications Officer II reports to and has work reviewed by the Assistant Police Chief.

### **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Supervises Police Communications Officers I in the performance of dispatching duties. Inspects the appearance of equipment and personnel. Reviews records and reports completed by subordinates. Counsels employees who are experiencing work problems and discusses work performance. Makes recommendations for disciplinary action. Provides technical assistance to subordinates. Prepares training materials and provides training in departmental dispatch procedures and the operation and use of communications equipment.

Supervises the general care, maintenance, and use of departmental communications equipment. Inspects communications equipment and provides for the repair of any malfunctioning equipment according to department procedures. Purchase or recommends the purchase of equipment supplies in the manner provided by lawful authority, keeping such purchases within the established budget. Orders all supplies and equipment needed by the division. Disburses supplies and equipment as needed.

Supervises the preparation and maintenance of division records and reports by reviewing records completed by subordinates and periodically inspecting systems and facilities for maintaining such. Keeps records and writes reports concerning division operations. Develops new forms or revises old ones in order to improve accuracy and efficiency of documentation. Provides for

and insures that accurate division records are maintained. Retrieves information from records for any persons authorized to request such information. Writes letters in answer to written or oral requests addressed to the communications division or as needed to handle problems or to address other needs of the communications division. Compiles and analyzes data needed for reports. Personally completes forms and records required.

Assist in answering emergency and non-emergency telephones for the police department, taking appropriate action as designated by department policy. Determines unit to be dispatched and dispatches unit following departmental procedures. Operates control board for individual pocket pager system to call designated officers when necessary. Keeps track of the location and status of emergency units at all times using the computer-aided dispatching (CAD) display. Takes requests from units and provides for requested assistance following departmental procedures. Watches or listens to monitors registering burglar alarms and follows established procedures when such alarms are received. Operates office paging or intercom system to relay messages and information to department personnel.

Receives complaints over the telephone or from other sources, taking as much information as possible from caller such as name, address, nature of problem, and any other information required by departmental procedures. Enters all complaints and related information into computer by use of computer keyboard, using appropriate codes and signals. Communicates with hearing impaired callers utilizing telecommunications devices and software for the deaf.

Operates teletype and computer keyboard and uses designed teletype and computer codes to send or receive messages concerning drivers licenses, runaways, criminal records, or related matters from NCIC or other law enforcement agencies. Listens to other radio frequencies such as sheriff's department, state police, fire department, or others to keep track of activity in the area and to take appropriate action when necessary. Notifies special units of agencies designated by departmental procedures in special or emergency situations.

Performs any related duties as assigned.

#### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the test.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States.

Must have a high school diploma or a valid certificate of

equivalency issued by a state department of education.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must possess at least two (2) years of full-time work experience as a dispatcher within a communications division of a law enforcement agency.